



Job Description

Job Title:	Environmental Assistant Team Leader
Grade:	6
Section:	Neighbourhoods – Area Team
Reports to:	Environmental Team Leader
Responsible for:	Environmental Officers

The Job

Is to:

- lead a flexible, agile and responsive multi-disciplinary team to ensure that the environmental quality of all WDH estates are maintained to a high standard;
- work closely with all WDH teams, external agencies and contractors to deliver estate based working arrangements;
- respond to emergency situations on WDH estates including out of office hours work as required and to provide standby/call out for environmental work during times of adverse weather conditions; and
- develop and deliver an efficient and cost-effective Environmental Team to who will deliver positive environmental outcomes on WDH estates, delivering Customer Service Excellence at all times.

The Bigger Picture

You will:

- support WDH's Vision and Corporate objectives;
- contribute to continuously improve levels of customer satisfaction;
- deliver services in a manner which supports WDH brand and enhances WDH's reputation;
- need to be fully aware of appropriate legislation and statutory requirements;
- be aware of and comply with organisational policies and procedures;
- be expected to work flexibly to meet the changing needs of the service;
- continually seek opportunities to introduce new working practices that generate efficiencies;
- contribute to the development and assist with the delivery of customer service excellence; across all aspects of the service;
- ensure that all work is compliant with WDH approach to Equality and Diversity, data protection, human rights and confidentiality; and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

The Day to Day

You will:

- lead and take responsibility for the day-to-day operational requirements and specific projects within the Environmental Team;
- participate in the development of employees within the team, to ensure that individuals achieve their maximum potential contribution;
- work closely with all WDH service areas and stakeholders to deliver high quality environmental standards on WDH estates ensure full compliance with all health and safety standards to create a positive and safe working culture;
- lead and support the Environmental Officers in delivering the service, including monitoring of employee absence levels, monitoring performance, producing statistical information, quality control and cost-effective use of transport;
- adhere to and apply, all necessary and relevant legislation and procedures;
- be required to undertake duties at any location throughout the district and use mobile technology to improve service delivery;
- organise and control efficiently a cost-effective service to work requests and planned/cyclical work;
- ensure that all documentation and investigations in respect of organisational procedures are completed as necessary;
- ensure that all tools and equipment are kept maintained/in good working order/up-to-date records are kept to comply with all health and safety requirements and legislation;
- ensure that all WDH transport is utilised in a cost-effective manner and all documentation is completed and all safety checks are completed in line with company policy;
- comply with WDH's Attendance Management Procedure, utilise WDH IT systems to order work as required, and ensure that a robust Quality Assurance Framework (QAF) is in place to monitor the team's performance;
- lead on Customer Service Excellence at all times and promote a positive; and
- ensure proper and direct attention to categorisation of all works orders to achieve completion before specified dates plus implementing measures to maximise output.

Personal Contacts:

Internal: All WDH employees.

External: All external stakeholders.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
Lantra or equivalent chainsaw certificate	✓		AF/CQ
Hold a recognised mechanical plant certificate, for example mini digger/JCB	✓		AF/CQ
A qualification at Level 2 of the Qualifications and Credit Framework, such as GCSEs (three or more 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent	✓		AF/CQ
An appropriate supervisory qualification		✓	AF/CQ
PA1/PA6 weed spraying certificate		✓	AF/CQ
IOSH Managing safely		✓	AF/CQ

Determination			
Experience in solving any site issues / able to apply remedies	✓		AF/I
Experience of organisation and control of workload to meet targets	✓		AF/I

Nous			
Able to operate and utilise a wide range of mechanical tools/equipment	✓		AF/I
An understanding of the concept of customer care	✓		AF/I
Awareness of health and safety issues	✓		AF/I
Some knowledge/ability to carry out a range of general building repairs	✓		AF/I
Appropriate supervisory experience	✓		AF/I
Use of industrial equipment, e.g. strimmers /hedgecutters / mowers	✓		AF/I

Attitude			
Have experience of working in a customer facing environment	✓		AF/I
Ability to communicate at all levels	✓		AF/I

Able to work and contribute as a team player	✓		AF/I
Flexible approach to working hours	✓		AF/I
Work under minimal supervision	✓		AF/I

Additional Requirements of the Job			
The post holder must hold a valid driving licence and have daily access to a vehicle to travel throughout the district.	✓		AF/CQ
Ability and willingness to undertake out of hours monitoring and visits as and when required	✓		I
The post holder will participate in an on call rota and will be required to work outside normal office hours.	✓		I
Willingness to undertake appropriate training courses.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification